

RISANA N

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CAREER OBJECTIVE

Dedicated and organized professional seeking a position to leverage my strong communication skills, problem-solving abilities, and experience in customer relations to provide exceptional service and enhance customer satisfaction.

EXPERIENCE

Sevana Medicines (Ernakulam, Kerala)

[Feb 2018 to Dec 2020]

Customer Service Representative

- Assisted customers in resolving issues and provided information on medication use.
- Delivered excellent customer service by actively listening to customer needs and offering appropriate solutions.
- Verified customer data and created profiles using software applications.
- Maintained a clean, customer-friendly environment and organized products for easy identification.
- Managed inventory, ensuring accurate labeling and stocking of medications.
- Generated invoices and maintained accurate transaction records.

TD Medical College (Alleppey, Kerala)

[Aug 2016 to Nov 2016]

Customer Service Trainee - Internship

- Provided exceptional customer service, including detailed information about medications.
- Ensured sufficient stock of medications and managed inventory.
- Generated invoices and maintained transaction accuracy.

SKILLS

Customer Relationship Management | Active Listening | Effective Communication | Problem Solving | Inventory Management | Conflict Resolution | Multitasking and Time Management

TECHNICAL SKILLS

Software Tools: Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft OneNote

EDUCATION

Bachelor of Business Administration (BBA)

[2021]

Medical Coding (Non-CPC)

[2022]

PERSONAL DETAILS

Date of Birth : 21st March 1994

Marital Status: Married

Nationality : Indian

Languages : English, Hindi, Malayalam, Tamil

Gender : Female